Optum
Smarter answers. Stronger bonds.

Health Care Information Line (HCIL)

HCIL nurses answer questions about:

Toll-free.
24 hours a day.
7 days a week.

- Urgent health situations
- Chronic conditions
- Minor illnesses and injuries
- Possible treatment options
- Medication questions
- Healthy eating
- Staying fit

Region 1 – 2002 Overview

Total Incoming Calls 87,761

Total Beneficiaries Served 63,586

Top 5 clinical topics discussed (after business hours)

- Cough / Pediatric
- Colds / Pediatric
- Fever / Pediatric
- Vomiting / Pediatric
- Medication Guideline / Adult

What makes Optum NurseLine special:

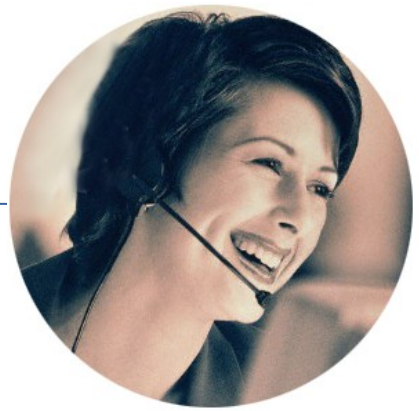
Nurses with exceptional qualifications
15 years average experience

URAC accreditation

700+ physician approved guidelines

NaviGuide℠ triage guidelines

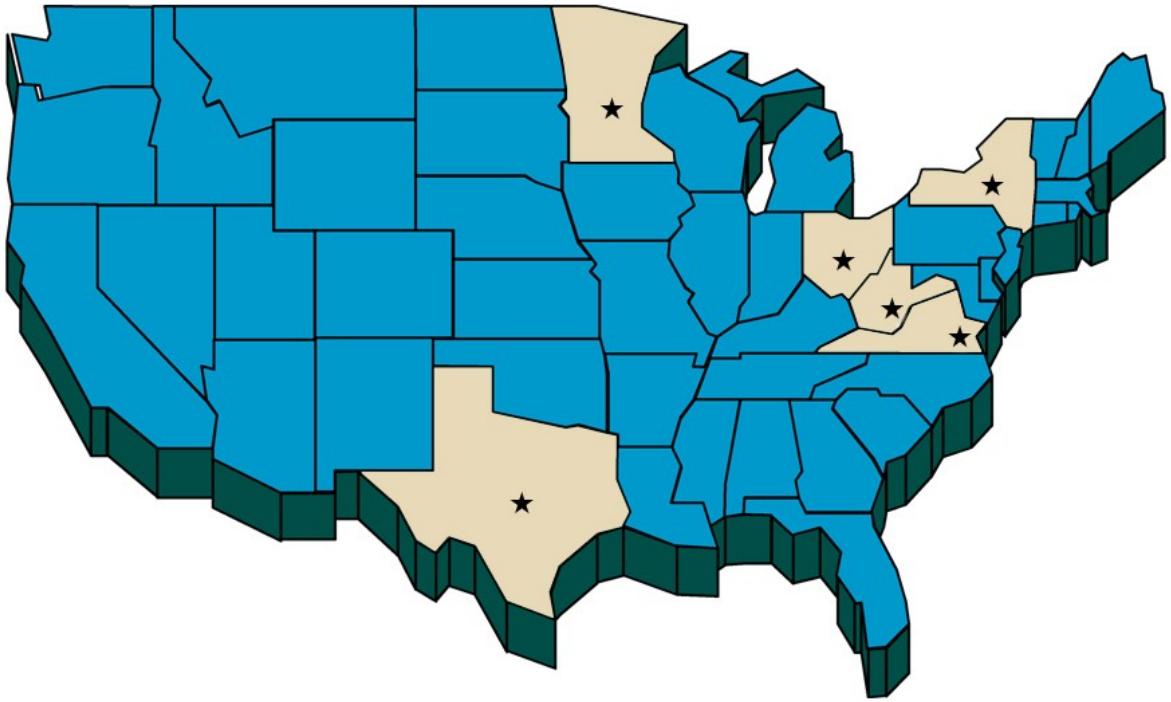
Follow-up calls when clinically necessary



Optum Overview

- Established in 1990
- Pioneer in addressing physical, emotional and daily living issues
- Six integrated contact centers
- More than 20 million covered lives
- More than 500 customers from diverse businesses
- Five TRICARE Regions and two VISN

National Service Delivery



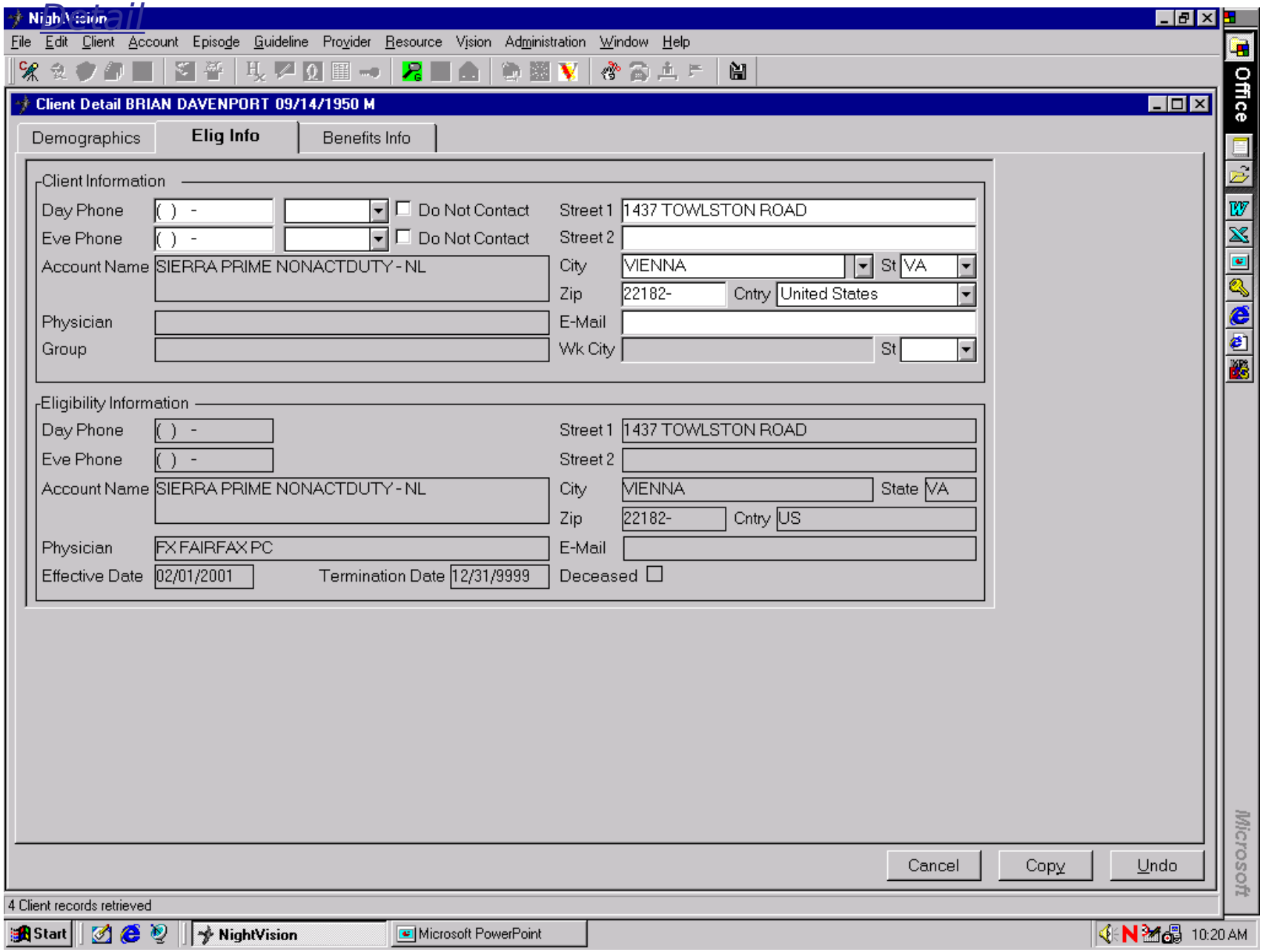
Contact Center Locations

Golden Valley, MN	Dayton, OH	McLean, VA
San Antonio, TX	Dunbar, WV	Troy, NY

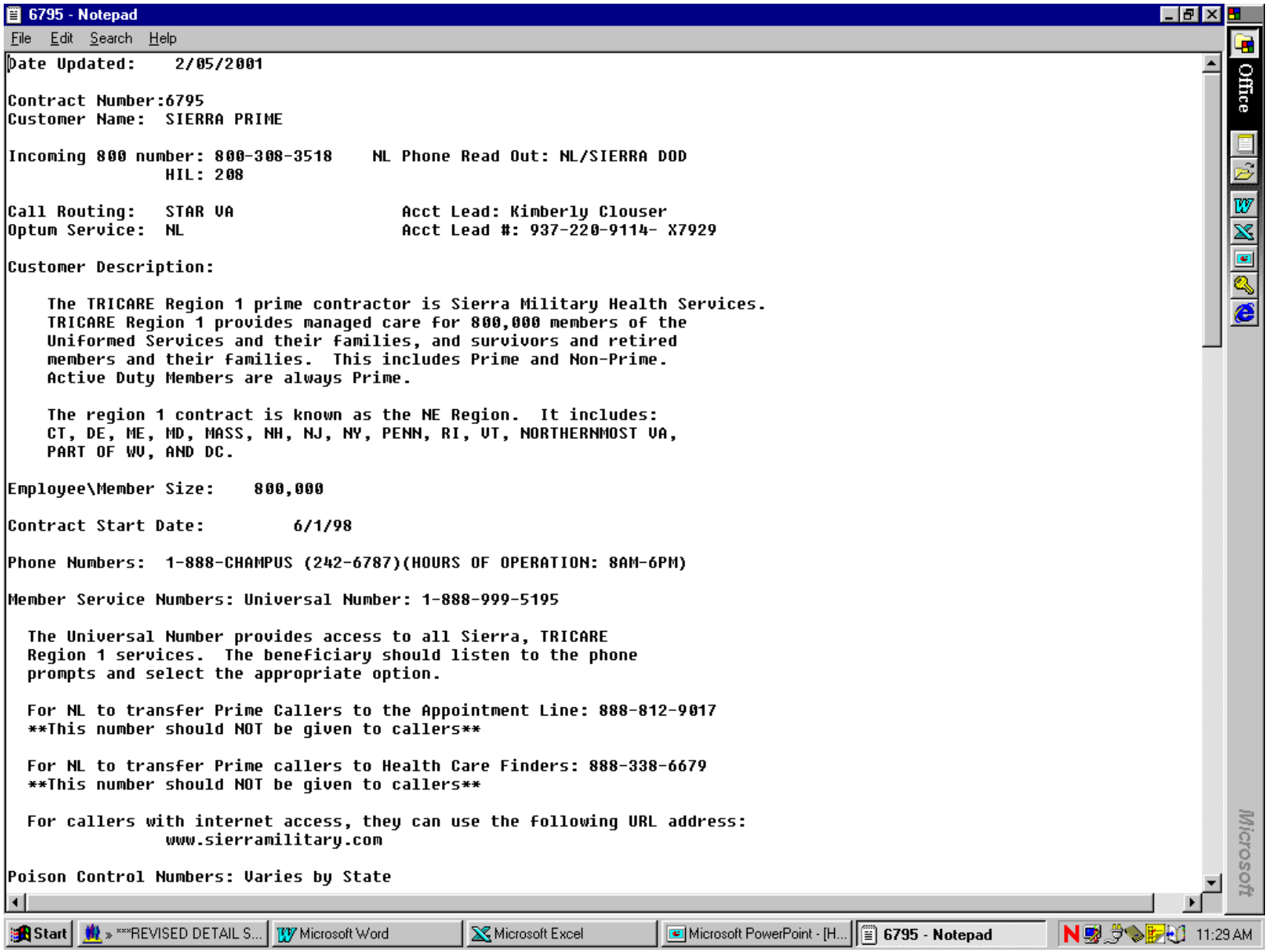
NightVision

Determine Level of Acuity First!

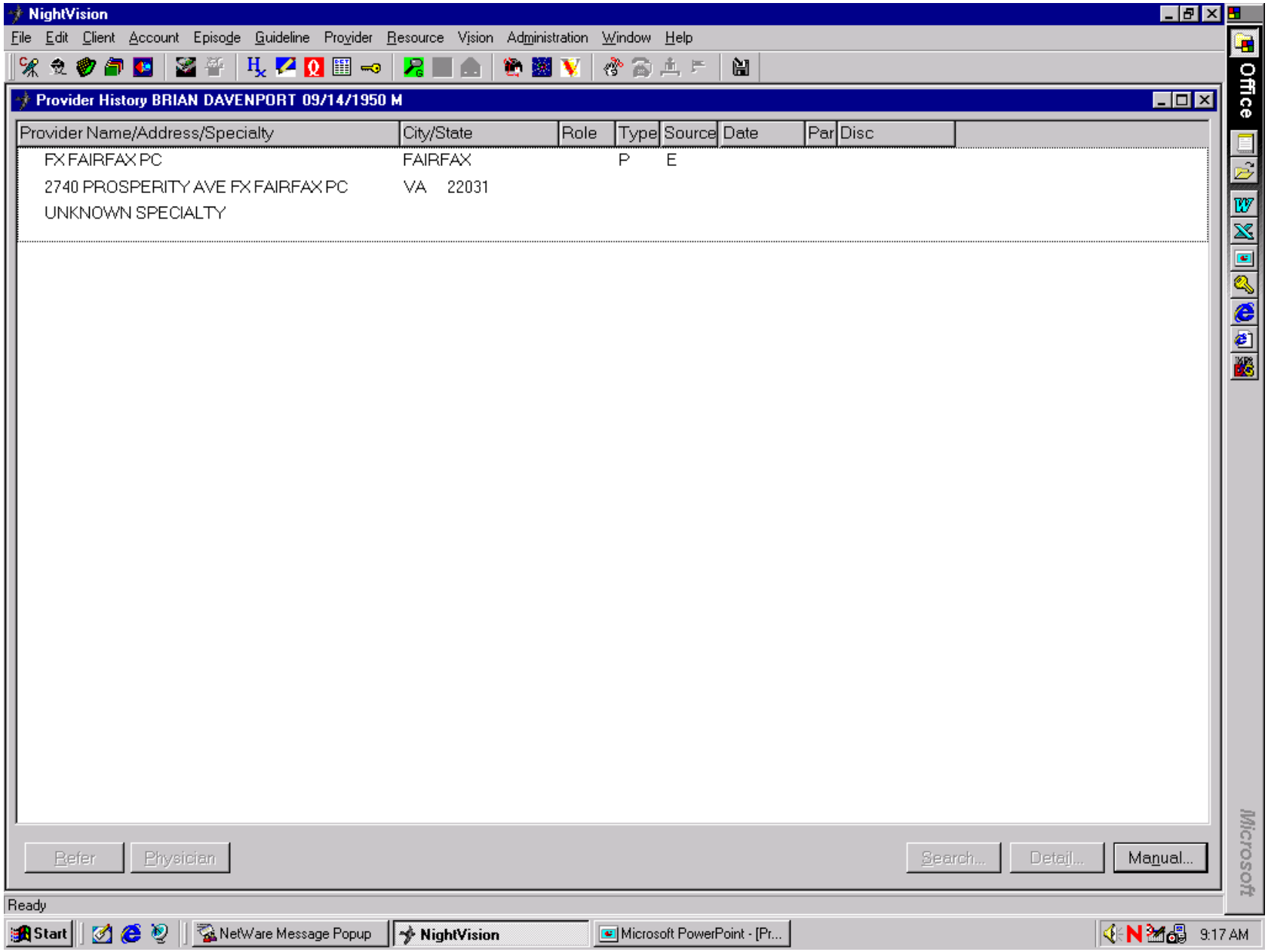
Client Detail



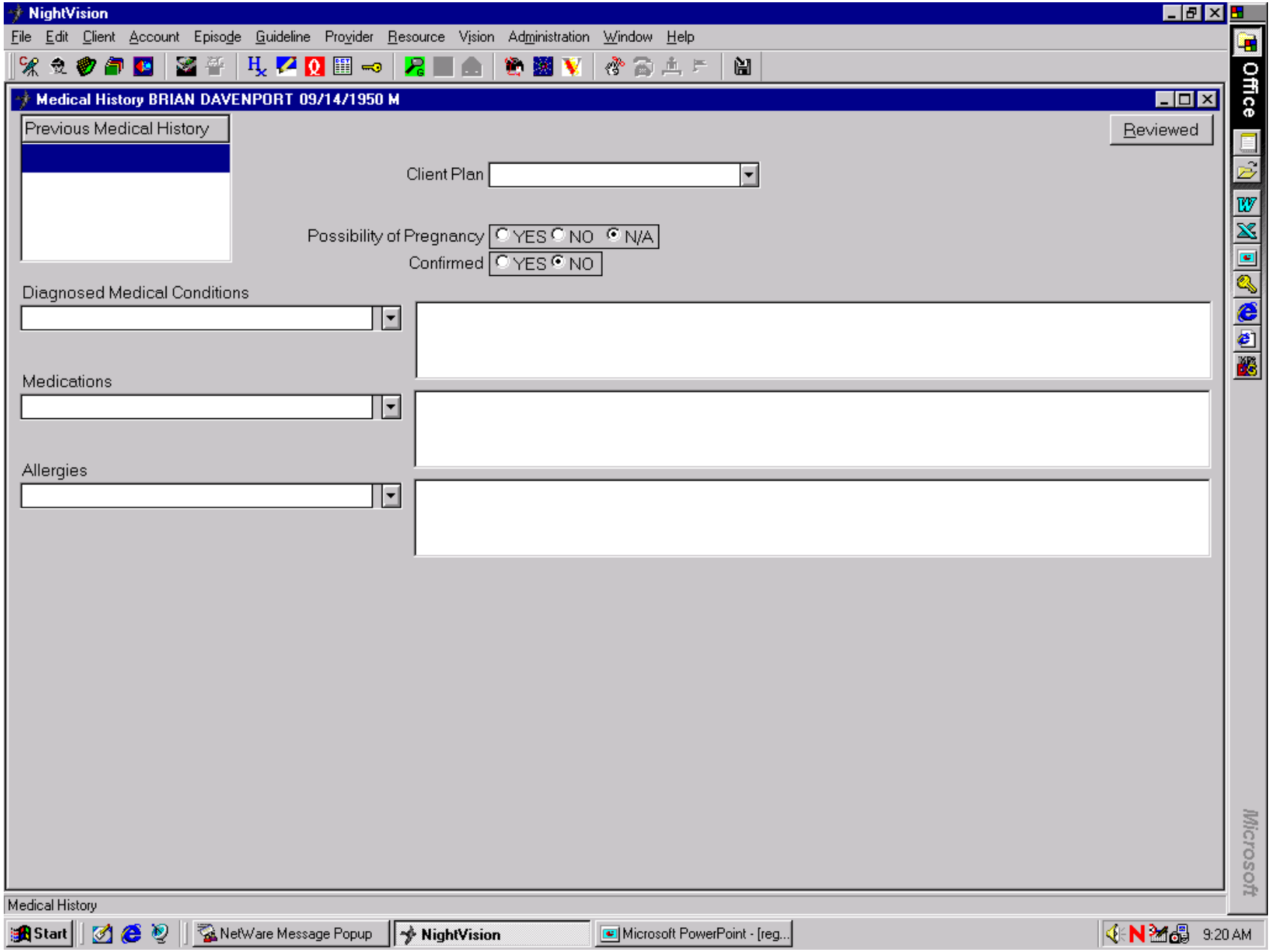
Account Detail Screen


6795 - Notepad
File Edit Search Help
Date Updated: 2/05/2001
Contract Number:6795
Customer Name: SIERRA PRIME
Incoming 800 number: 800-308-3518 NL Phone Read Out: NL/SIERRA DOD
HIL: 208
Call Routing: STAR VA Acct Lead: Kimberly Clouser
Optum Service: NL Acct Lead #: 937-220-9114- X7929
Customer Description:
The TRICARE Region 1 prime contractor is Sierra Military Health Services.
TRICARE Region 1 provides managed care for 800,000 members of the
Uniformed Services and their families, and survivors and retired
members and their families. This includes Prime and Non-Prime.
Active Duty Members are always Prime.
The region 1 contract is known as the NE Region. It includes:
CT, DE, ME, MD, MASS, NH, NJ, NY, PENN, RI, VT, NORTHERNMOST VA,
PART OF WV, AND DC.
Employee\Member Size: 800,000
Contract Start Date: 6/1/98
Phone Numbers: 1-888-CHAMPUS (242-6787)(HOURS OF OPERATION: 8AM-6PM)
Member Service Numbers: Universal Number: 1-888-999-5195
The Universal Number provides access to all Sierra, TRICARE
Region 1 services. The beneficiary should listen to the phone
prompts and select the appropriate option.
For NL to transfer Prime Callers to the Appointment Line: 888-812-9017
This number should NOT be given to callers
For NL to transfer Prime callers to Health Care Finders: 888-338-6679
This number should NOT be given to callers
For callers with internet access, they can use the following URL address:
www.sierramilitary.com
Poison Control Numbers: Varies by State
Office
Microsoft
Start
»***REVISED DETAIL S...
Microsoft Word
Microsoft Excel
Microsoft PowerPoint - [H...
6795 - Notepad
11:29 AM

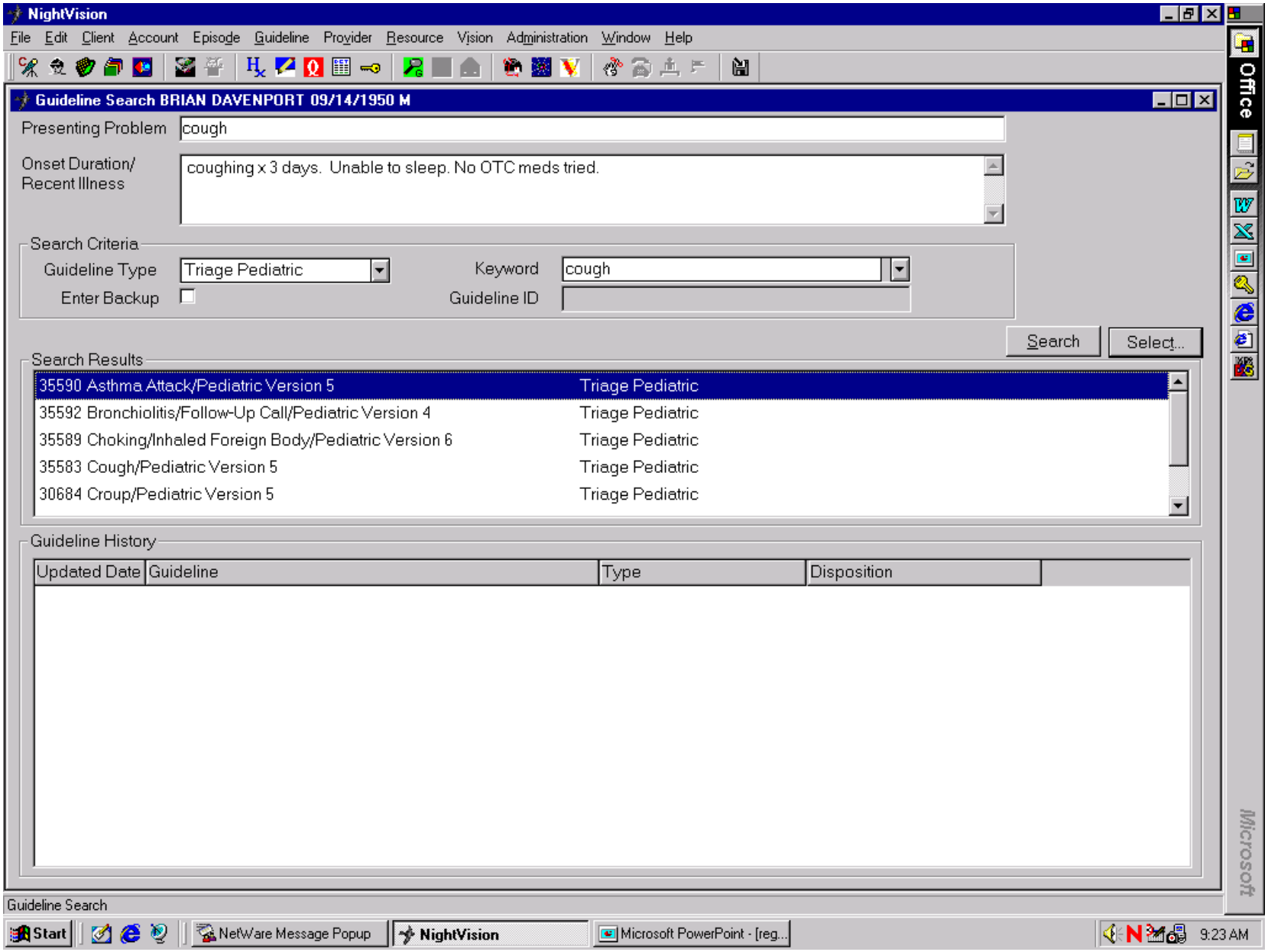
Provider Detail



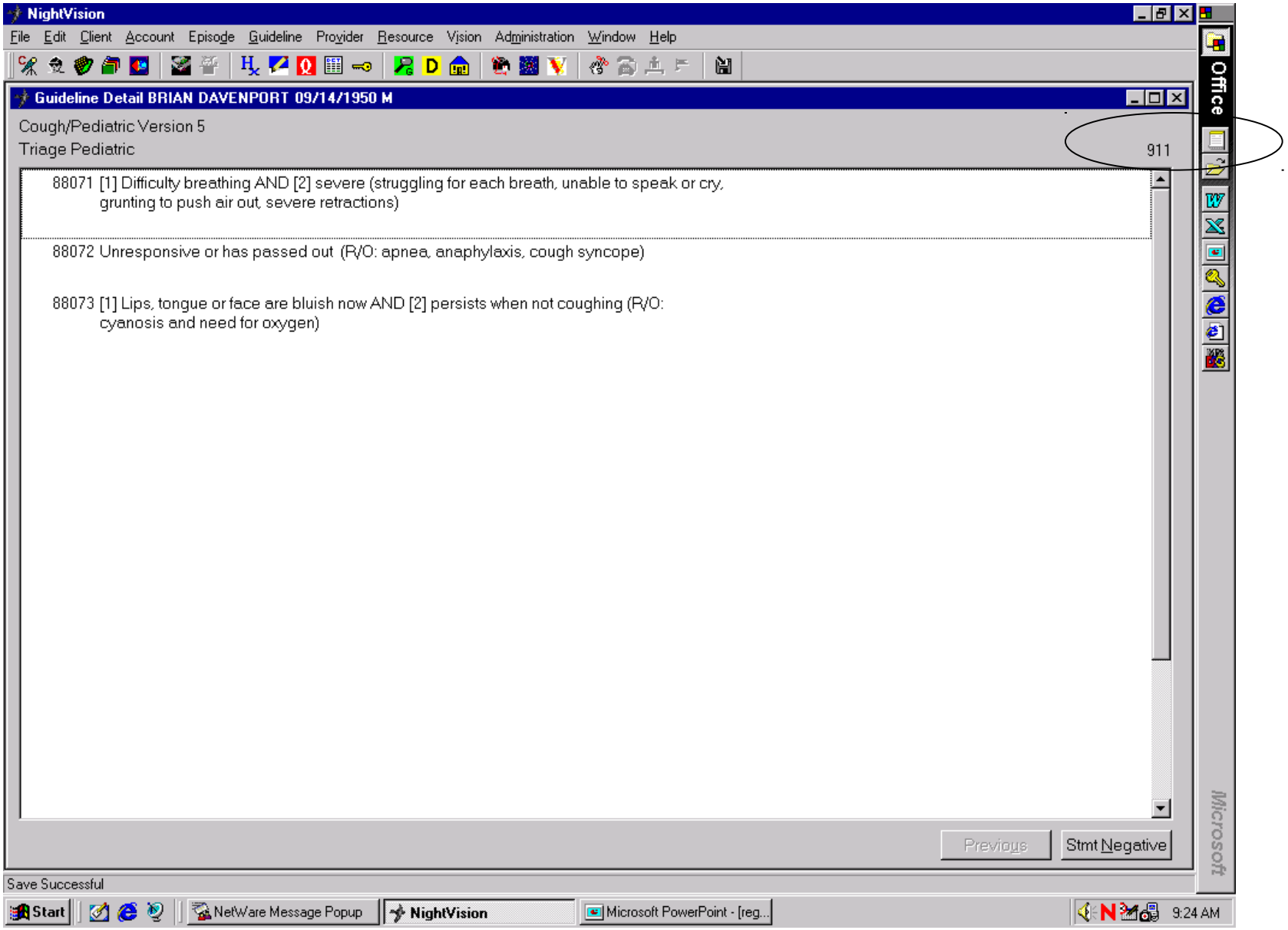
Medical History



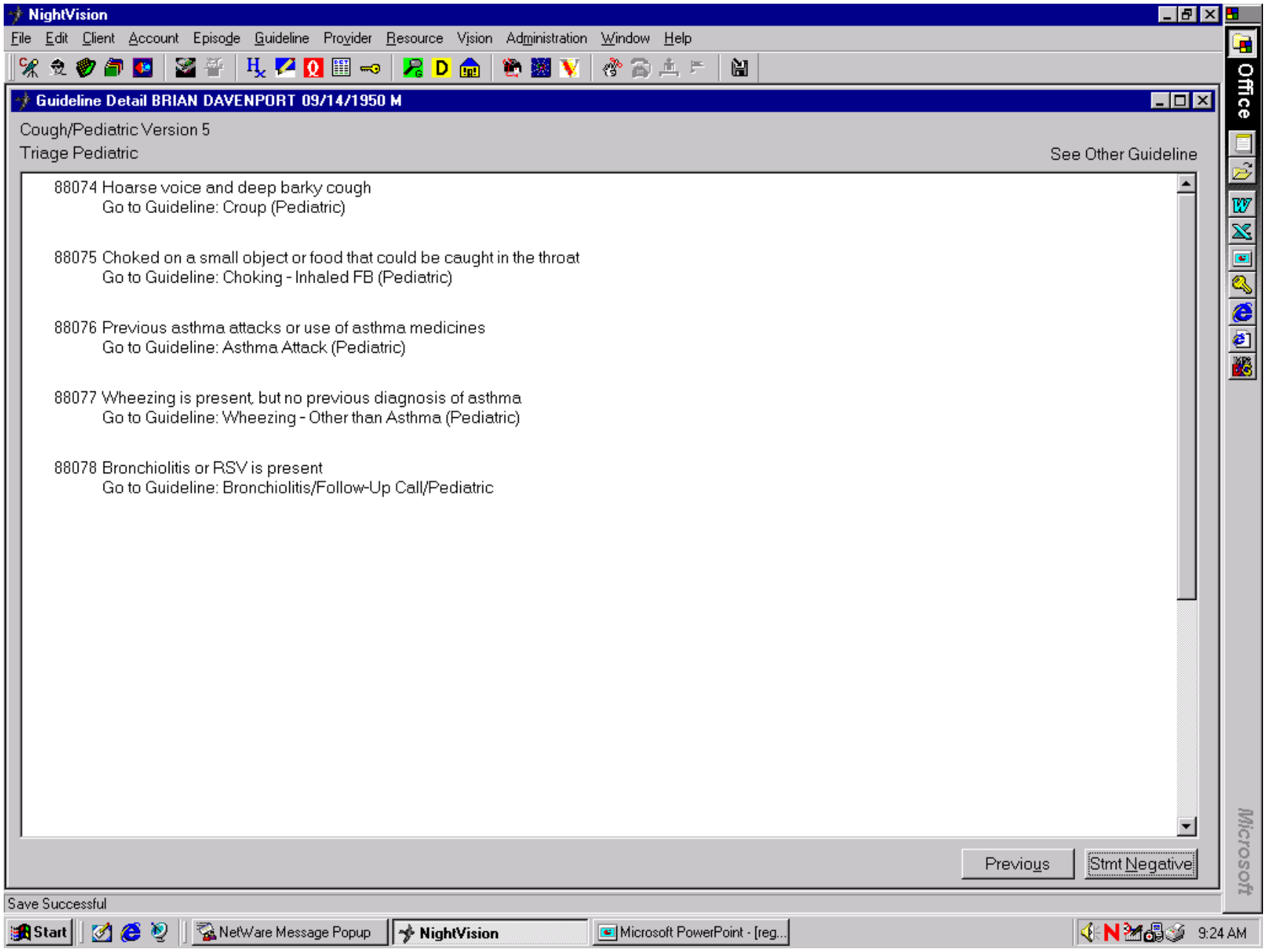
Guideline Search



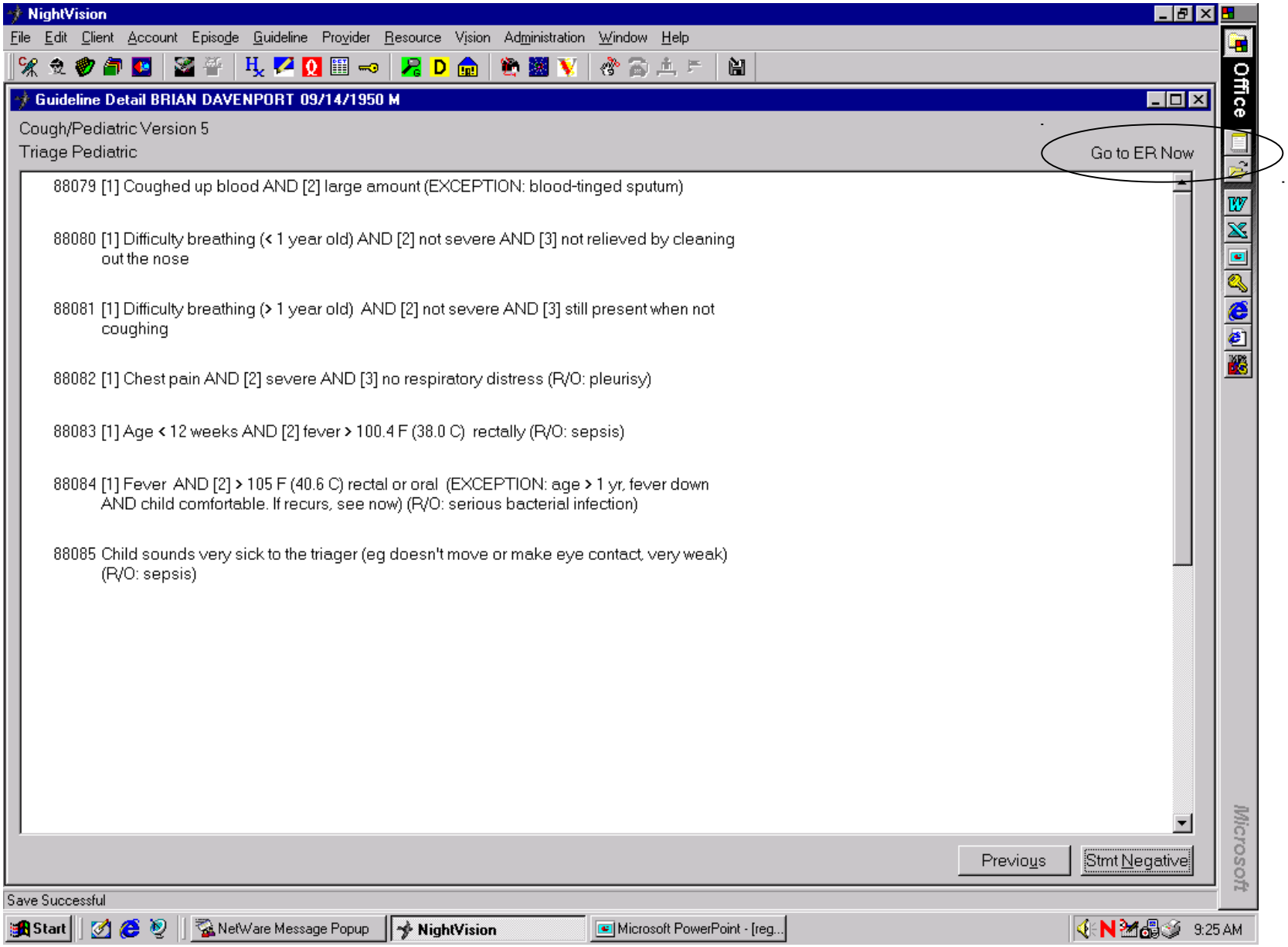
911


NightVision
File Edit Client Account Episode Guideline Provider Resource Vision Administration Window Help
Guideline Detail BRIAN DAVENPORT 09/14/1950 M
Cough/Pediatric Version 5
Triage Pediatric
911
88071 [1] Difficulty breathing AND [2] severe (struggling for each breath, unable to speak or cry, grunting to push air out, severe retractions)
88072 Unresponsive or has passed out (R/O: apnea, anaphylaxis, cough syncope)
88073 [1] Lips, tongue or face are bluish now AND [2] persists when not coughing (R/O: cyanosis and need for oxygen)
Previous
Stmt Negative
Save Successful
Start
NetWare Message Popup
NightVision
Microsoft PowerPoint - [reg...
9:24 AM
Office
Microsoft

See Other Guidelines


NightVision
File Edit Client Account Episode Guideline Provider Resource Vision Administration Window Help
Guideline Detail BRIAN DAVENPORT 09/14/1950 M
Cough/Pediatric Version 5
Triage Pediatric
See Other Guideline
88074 Hoarse voice and deep barky cough
Go to Guideline: Croup (Pediatric)
88075 Choked on a small object or food that could be caught in the throat
Go to Guideline: Choking - Inhaled FB (Pediatric)
88076 Previous asthma attacks or use of asthma medicines
Go to Guideline: Asthma Attack (Pediatric)
88077 Wheezing is present, but no previous diagnosis of asthma
Go to Guideline: Wheezing - Other than Asthma (Pediatric)
88078 Bronchiolitis or RSV is present
Go to Guideline: Bronchiolitis/Follow-Up Call/Pediatric
Previous
Stmt Negative
Save Successful
Start
NetWare Message Popup
NightVision
Microsoft PowerPoint - [reg...
9:24 AM
Office
Microsoft

Go To ER Now


NightVision
File Edit Client Account Episode Guideline Provider Resource Vision Administration Window Help
Guideline Detail BRIAN DAVENPORT 09/14/1950 M
Cough/Pediatric Version 5
Triage Pediatric
Go to ER Now
88079 [1] Coughed up blood AND [2] large amount (EXCEPTION: blood-tinged sputum)
88080 [1] Difficulty breathing (< 1 year old) AND [2] not severe AND [3] not relieved by cleaning out the nose
88081 [1] Difficulty breathing (> 1 year old) AND [2] not severe AND [3] still present when not coughing
88082 [1] Chest pain AND [2] severe AND [3] no respiratory distress (R/O: pleurisy)
88083 [1] Age < 12 weeks AND [2] fever > 100.4 F (38.0 C) rectally (R/O: sepsis)
88084 [1] Fever AND [2] > 105 F (40.6 C) rectal or oral (EXCEPTION: age > 1 yr, fever down AND child comfortable. If recurs, see now) (R/O: serious bacterial infection)
88085 Child sounds very sick to the triager (eg doesn't move or make eye contact, very weak) (R/O: sepsis)
Previous
Stmt Negative
Save Successful
Start
NetWare Message Popup
NightVision
Microsoft PowerPoint - [reg...
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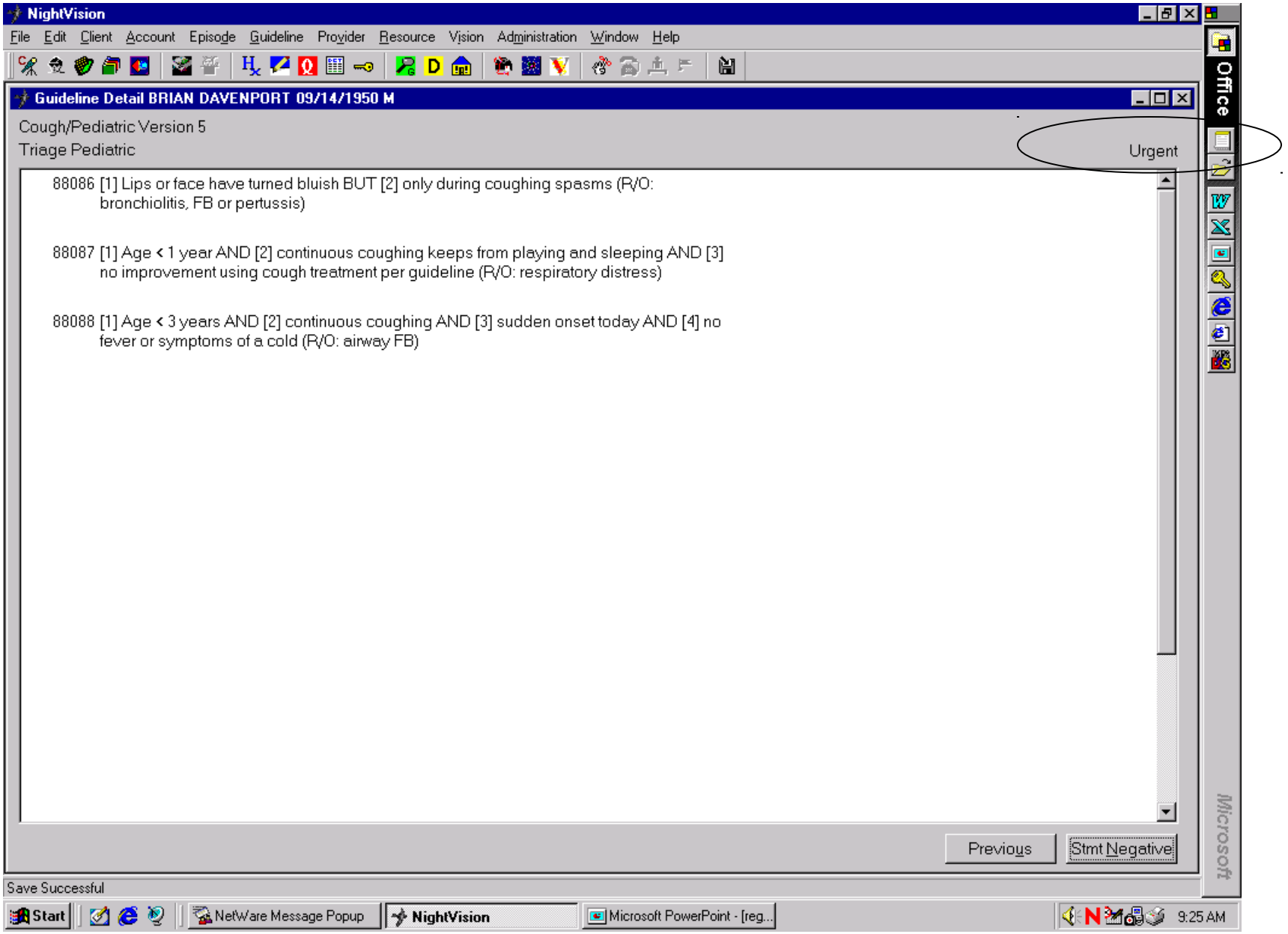
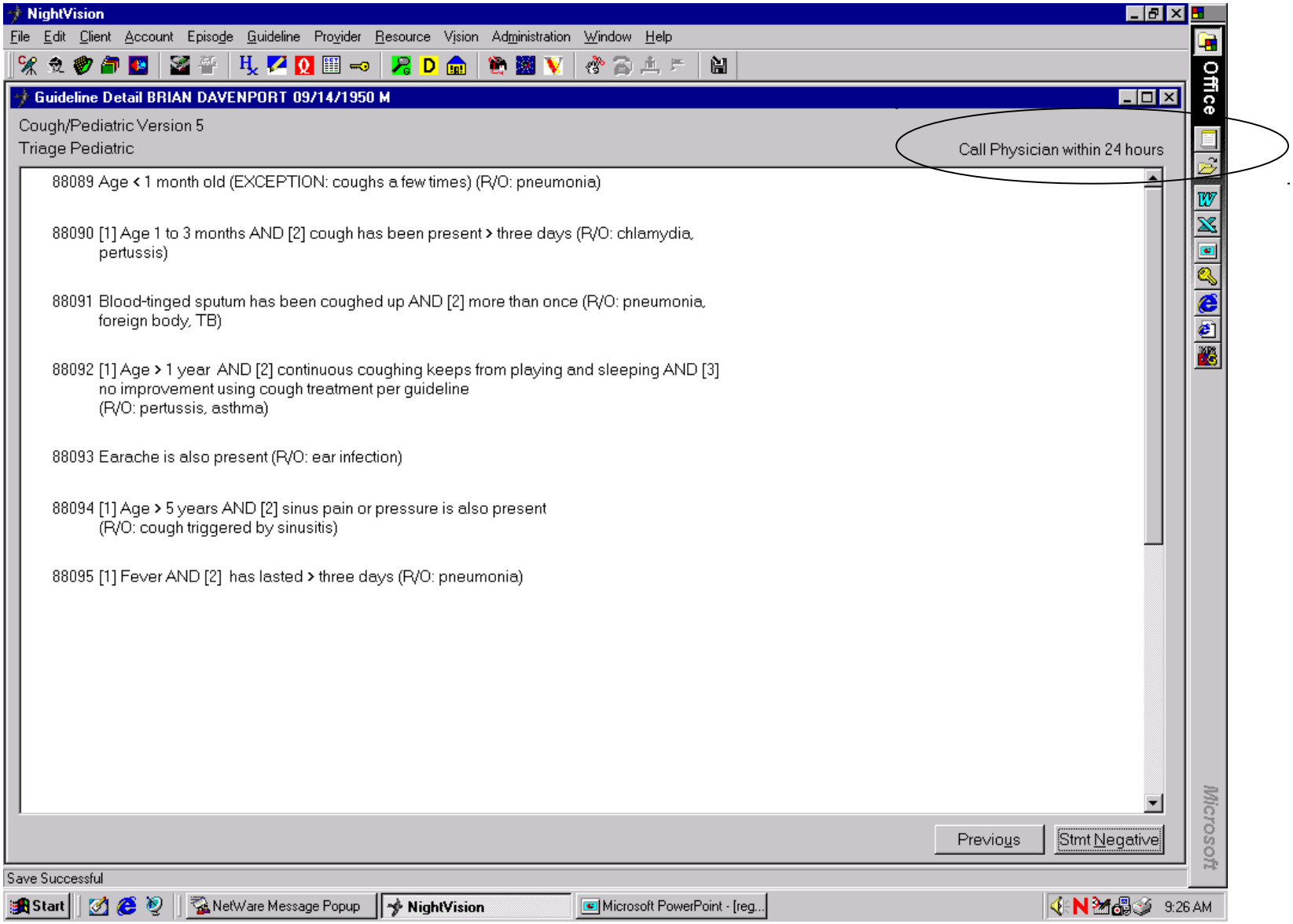
Office
Microsoft

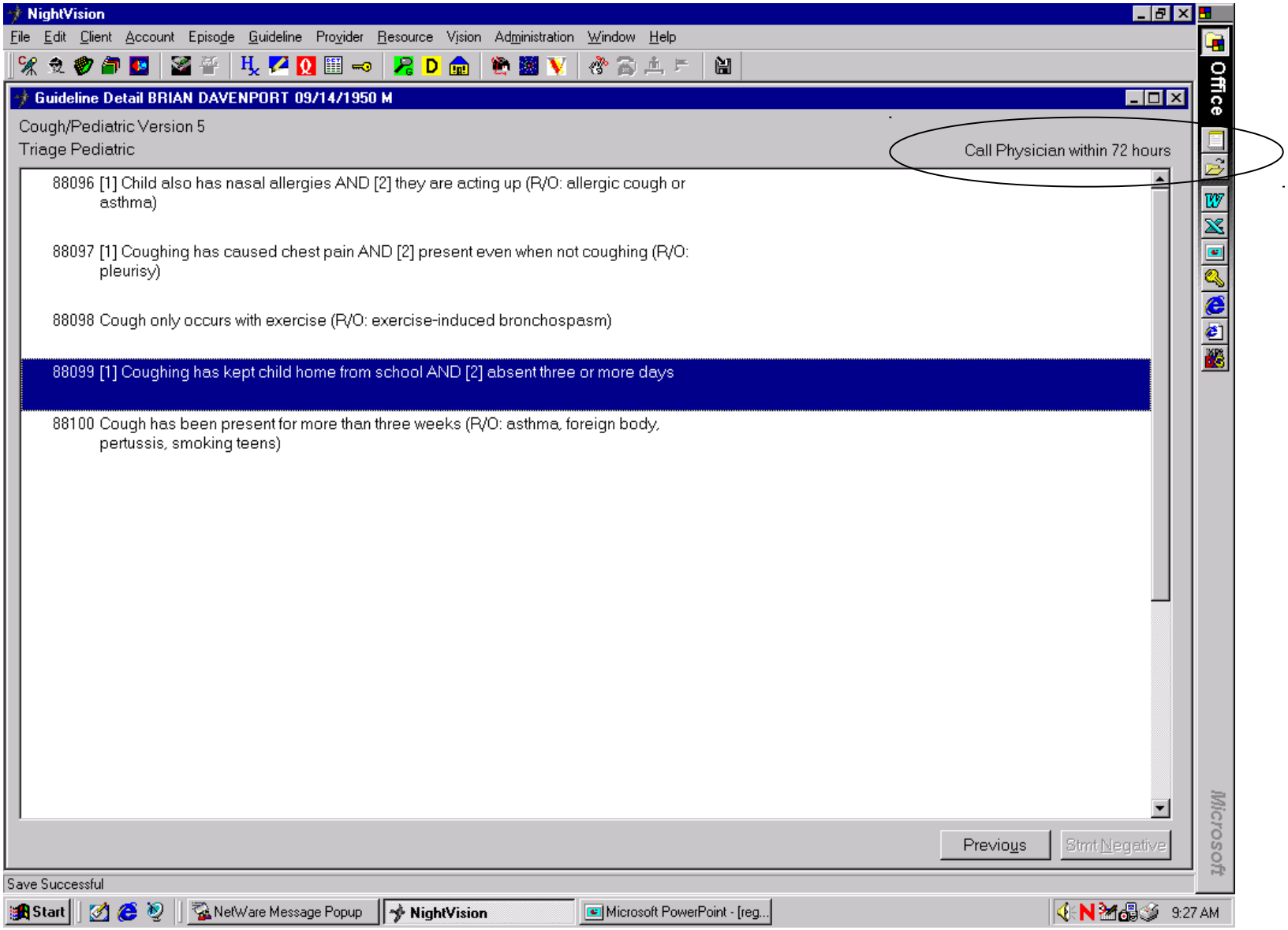
Urgent


NightVision
File Edit Client Account Episode Guideline Provider Resource Vision Administration Window Help
Guideline Detail BRIAN DAVENPORT 09/14/1950 M
Cough/Pediatric Version 5
Triage Pediatric
Urgent
88086 [1] Lips or face have turned bluish BUT [2] only during coughing spasms (R/O: bronchiolitis, FB or pertussis)
88087 [1] Age < 1 year AND [2] continuous coughing keeps from playing and sleeping AND [3] no improvement using cough treatment per guideline (R/O: respiratory distress)
88088 [1] Age < 3 years AND [2] continuous coughing AND [3] sudden onset today AND [4] no fever or symptoms of a cold (R/O: airway FB)
Previous
Stmt Negative
Save Successful
Start
NetWare Message Popup
NightVision
Microsoft PowerPoint - [reg...
9:25 AM
Office
Microsoft

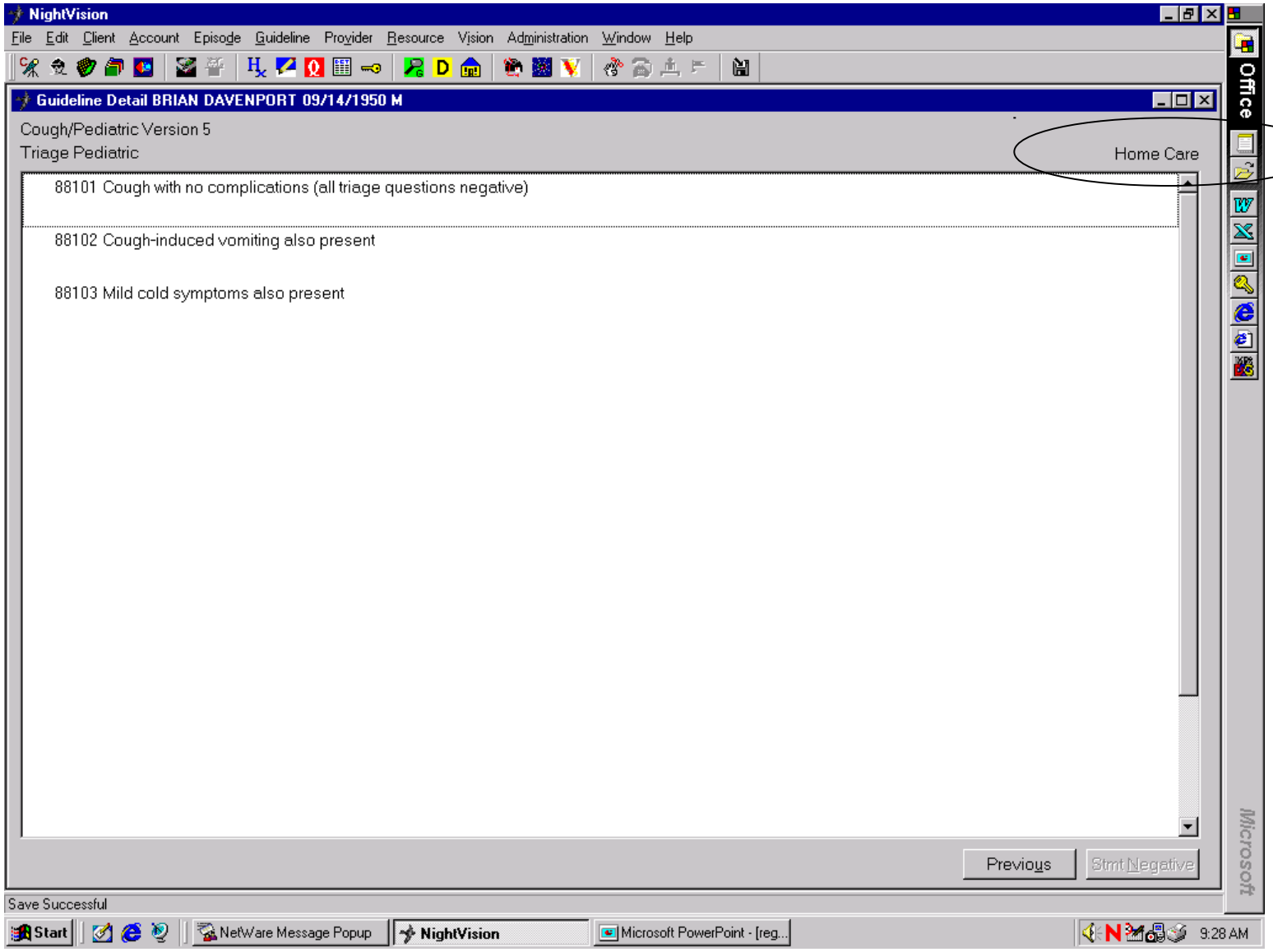
Call PCM within 24 hours



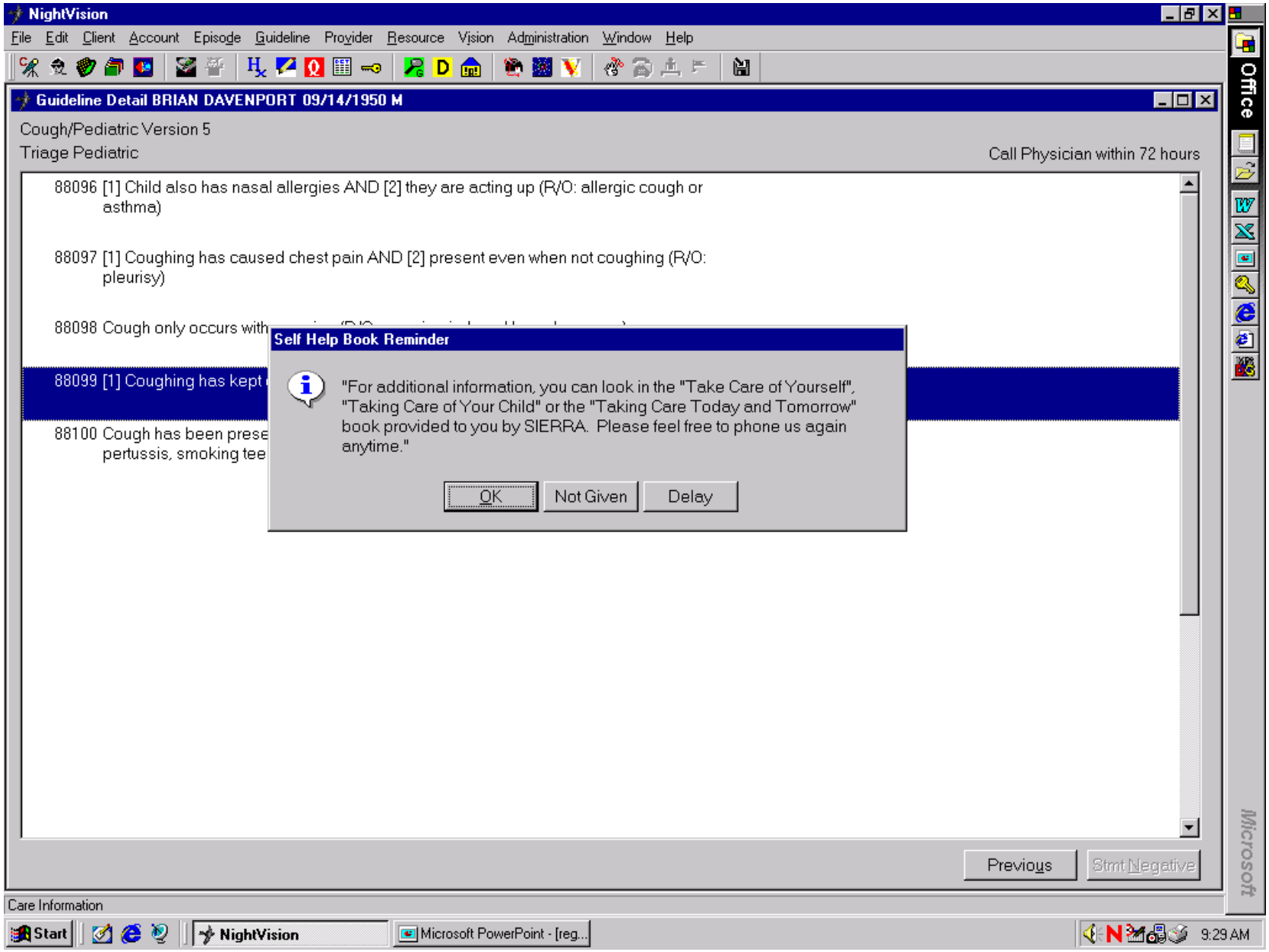
Call PCM within 72 hours


NightVision
File Edit Client Account Episode Guideline Provider Resource Vision Administration Window Help
Guideline Detail BRIAN DAVENPORT 09/14/1950 M
Cough/Pediatric Version 5
Triage Pediatric
Call Physician within 72 hours
88096 [1] Child also has nasal allergies AND [2] they are acting up (R/O: allergic cough or asthma)
88097 [1] Coughing has caused chest pain AND [2] present even when not coughing (R/O: pleurisy)
88098 Cough only occurs with exercise (R/O: exercise-induced bronchospasm)
88099 [1] Coughing has kept child home from school AND [2] absent three or more days
88100 Cough has been present for more than three weeks (R/O: asthma, foreign body, pertussis, smoking teens)
Previous
Stmt Negative
Save Successful
Start
NetWare Message Popup
NightVision
Microsoft PowerPoint - [reg...
9:27 AM
Office
Microsoft

Home Care


NightVision
File Edit Client Account Episode Guideline Provider Resource Vision Administration Window Help
Guideline Detail BRIAN DAVENPORT 09/14/1950 M
Cough/Pediatric Version 5
Triage Pediatric
Home Care
88101 Cough with no complications (all triage questions negative)
88102 Cough-induced vomiting also present
88103 Mild cold symptoms also present
Previous
Stmt Negative
Save Successful
Start
NetWare Message Popup
NightVision
Microsoft PowerPoint - [reg...
9:28 AM
Office
Microsoft

Home Care Book Reminder


NightVision
File Edit Client Account Episode Guideline Provider Resource Vision Administration Window Help
Guideline Detail BRIAN DAVENPORT 09/14/1950 M
Cough/Pediatric Version 5
Triage Pediatric
Call Physician within 72 hours
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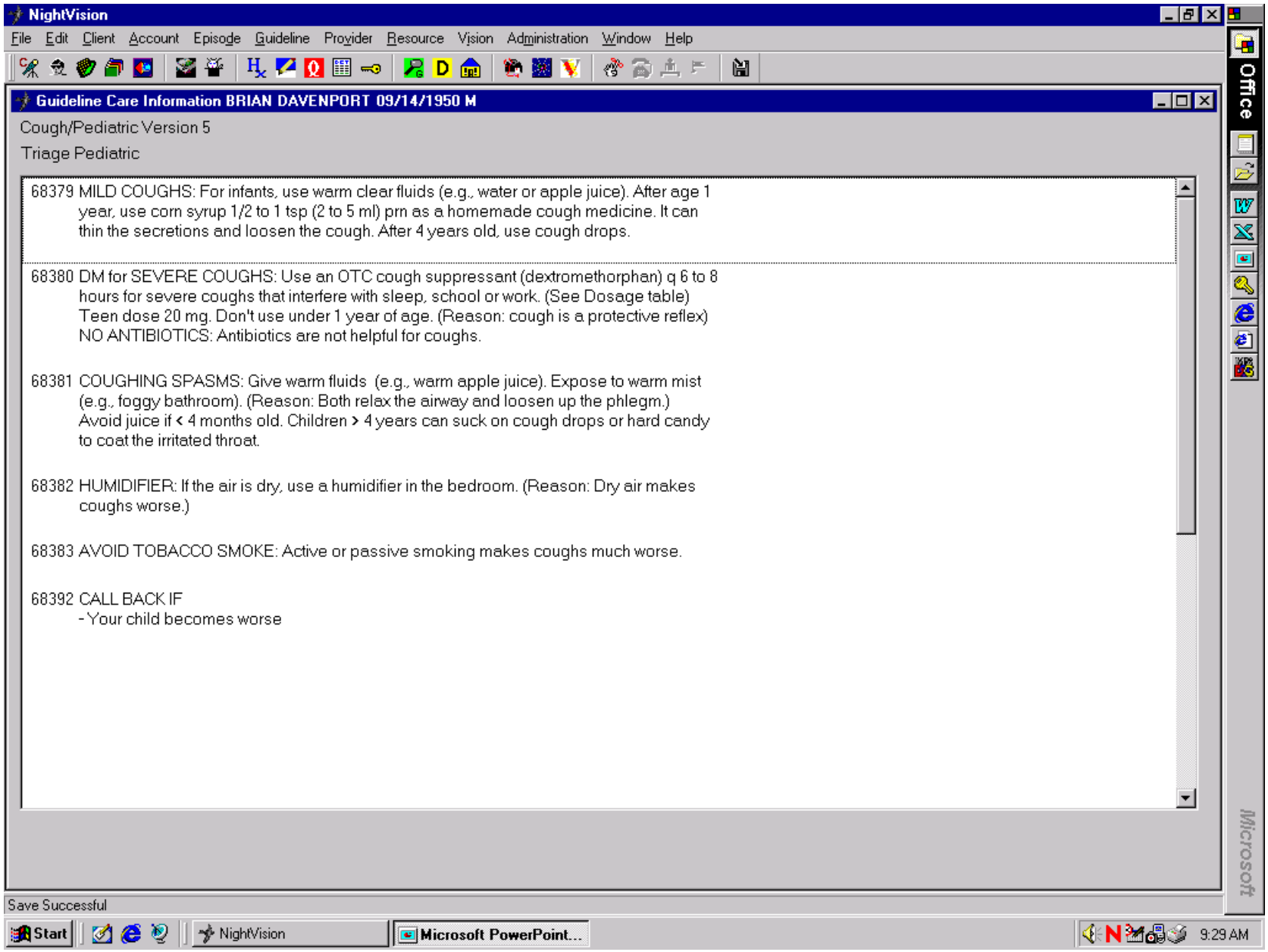
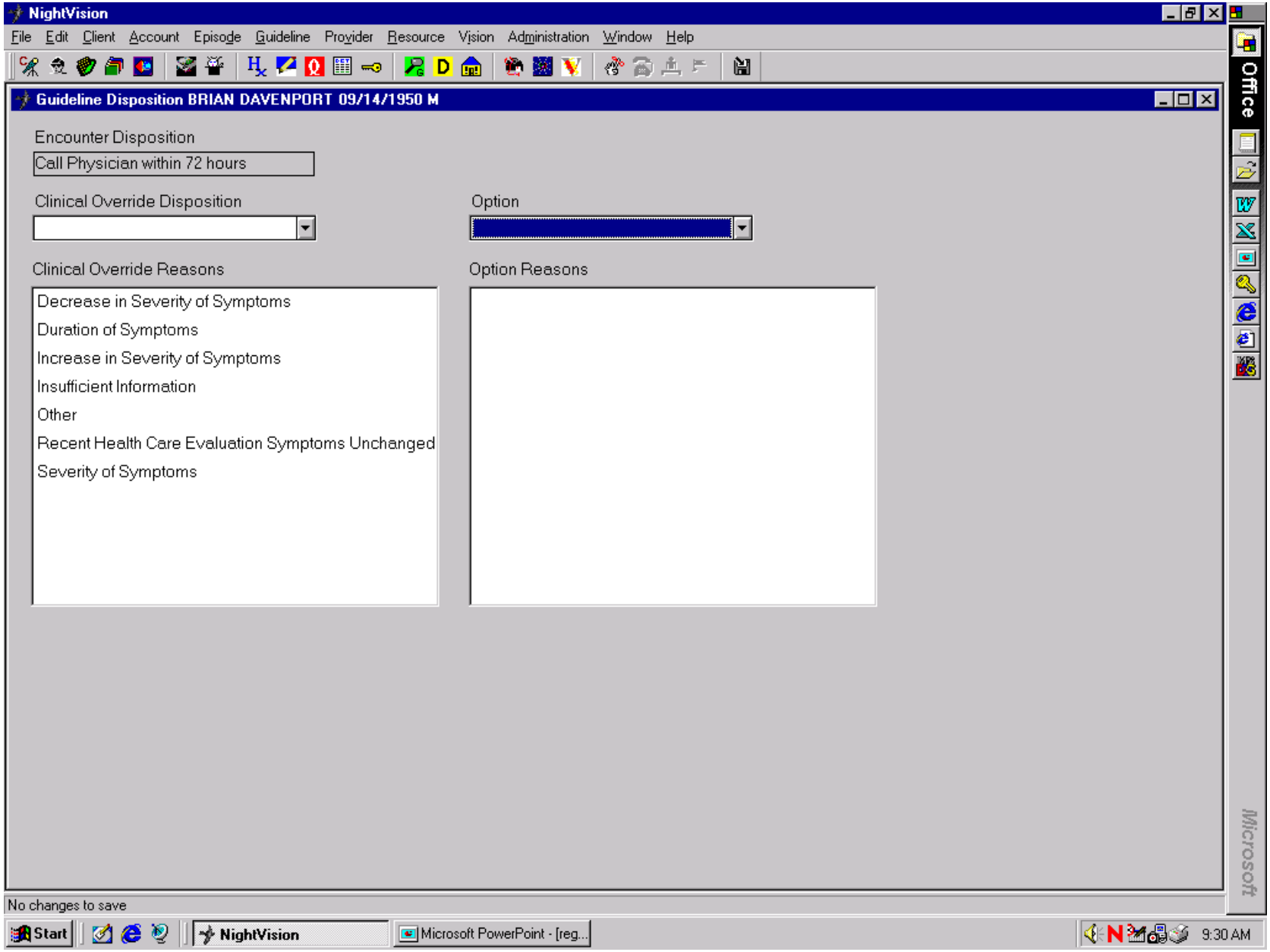
88098 Cough only occurs with
88099 [1] Coughing has kept
88100 Cough has been prese
pertussis, smoking tee
Self Help Book Reminder
"For additional information, you can look in the "Take Care of Yourself", "Taking Care of Your Child" or the "Taking Care Today and Tomorrow" book provided to you by SIERRA. Please feel free to phone us again anytime."
OK
Not Given
Delay
Previous
Stmt Negative
Care Information
Start
NightVision
Microsoft PowerPoint - [reg...
9:29 AM
Office
Microsoft

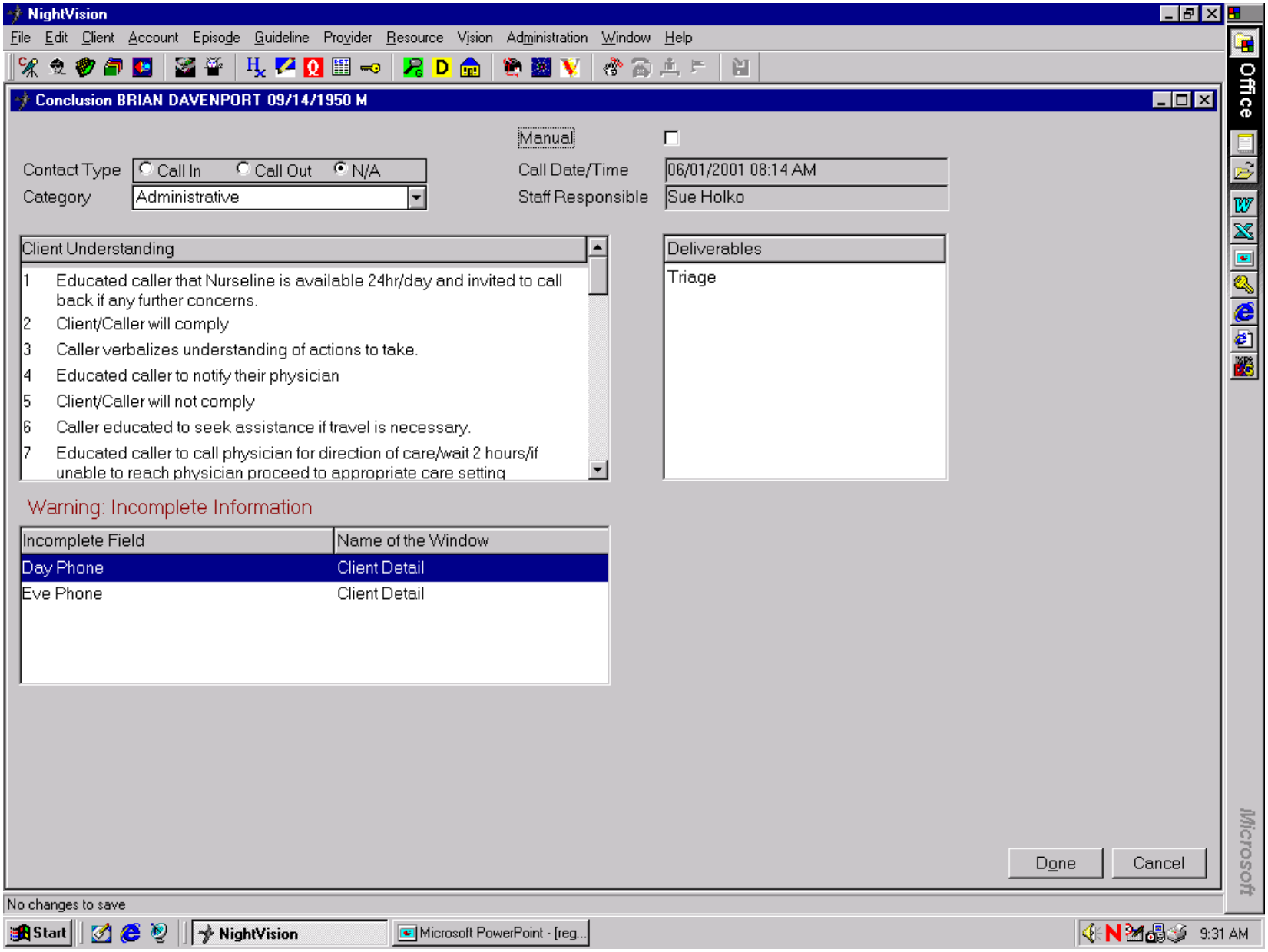
Home Care Information


NightVision
File Edit Client Account Episode Guideline Provider Resource Vision Administration Window Help
Guideline Care Information BRIAN DAVENPORT 09/14/1950 M
Cough/Pediatric Version 5
Triage Pediatric
68379 MILD COUGHS: For infants, use warm clear fluids (e.g., water or apple juice). After age 1 year, use corn syrup 1/2 to 1 tsp (2 to 5 ml) prn as a homemade cough medicine. It can thin the secretions and loosen the cough. After 4 years old, use cough drops.
68380 DM for SEVERE COUGHS: Use an OTC cough suppressant (dextromethorphan) q 6 to 8 hours for severe coughs that interfere with sleep, school or work. (See Dosage table) Teen dose 20 mg. Don't use under 1 year of age. (Reason: cough is a protective reflex) NO ANTIBIOTICS: Antibiotics are not helpful for coughs.
68381 COUGHING SPASMS: Give warm fluids (e.g., warm apple juice). Expose to warm mist (e.g., foggy bathroom). (Reason: Both relax the airway and loosen up the phlegm.) Avoid juice if < 4 months old. Children > 4 years can suck on cough drops or hard candy to coat the irritated throat.
68382 HUMIDIFIER: If the air is dry, use a humidifier in the bedroom. (Reason: Dry air makes coughs worse.)
68383 AVOID TOBACCO SMOKE: Active or passive smoking makes coughs much worse.
68392 CALL BACK IF
- Your child becomes worse
Save Successful
Start
NightVision
Microsoft PowerPoint...
9:29 AM
Office
Microsoft

Disposition



Client Understanding


NightVision
File Edit Client Account Episode Guideline Provider Resource Vision Administration Window Help
Conclusion BRIAN DAVENPORT 09/14/1950 M
Manual
Contact Type Call In Call Out N/A
Category Administrative
Call Date/Time 06/01/2001 08:14 AM
Staff Responsible Sue Holko
Client Understanding
1 Educated caller that Nurseline is available 24hr/day and invited to call back if any further concerns.
2 Client/Caller will comply
3 Caller verbalizes understanding of actions to take.
4 Educated caller to notify their physician
5 Client/Caller will not comply
6 Caller educated to seek assistance if travel is necessary.
7 Educated caller to call physician for direction of care/wait 2 hours/if unable to reach physician proceed to appropriate care setting
Deliverables
Triage
Warning: Incomplete Information
Incomplete Field
Name of the Window
Day Phone
Client Detail
Eve Phone
Client Detail
Done
Cancel
No changes to save
Start
NightVision
Microsoft PowerPoint - [reg...
9:31 AM
Office
Microsoft

Naval Submarine Base New London

MTF Physical Location
Naval Submarine Base
New London
MTF Address
Naval Ambulatory Care Center, Groton
PO Box 600, 1 Wahoo Ave
Groton, CT 06349-5600
ER Information
No Military ER
New London
Norwich
ER Index page
MTF Information
NO WALK-INS - APPOINTMENTS ONLY

For Same Day Appointments call:
860-694-4100
Main MTF Phone 860-694-4123
Primary Care Center (Individual PCM's)
860-694-4100 appointments and PCMs
M-F 0800-1800
Military Medicine Clinic - Active Duty Only
860-694-2454
M-F 0700-1600
CLINIC INFORMATION
Care Plus Clinic (CPC)
0800-2300, M-F
860-694-4123
PCM AFTER HOURS NUMBERS
Phone 860-694-4123
Duty desk officer will contact PCM
PRIME BENEFICIARIES ONLY
Urgent Care Clinic Information
Groton
UCC Index page
Urgent Care Center visits require prior authorization form you PCM.

Sierra
Civilian ER

State	Closest Military Base	Emergency Room
CT	Groton	New London
		Lawrence & Memorial Hospital
		365 Montauk Ave.
		New London, CT 06360
		860-442-0711

State	Closest Military Base	Emergency Room
CT	Groton	Norwich
		Backus Hospital
		326 Washington Street
		Norwich, CT 06360
		860-848-1297

Sierra
Civilian UCC

State	Closest Military Base	Urgent Care Centers
CT	Groton	Groton
		Pequot Health Center & Occupational Health Center
		52 Hazelnut Hill Road
		Groton, CT 06340
		860-446-8265
		0700-2300

HCIL Fax – Detail Activity Report

(PCM Notification Report)

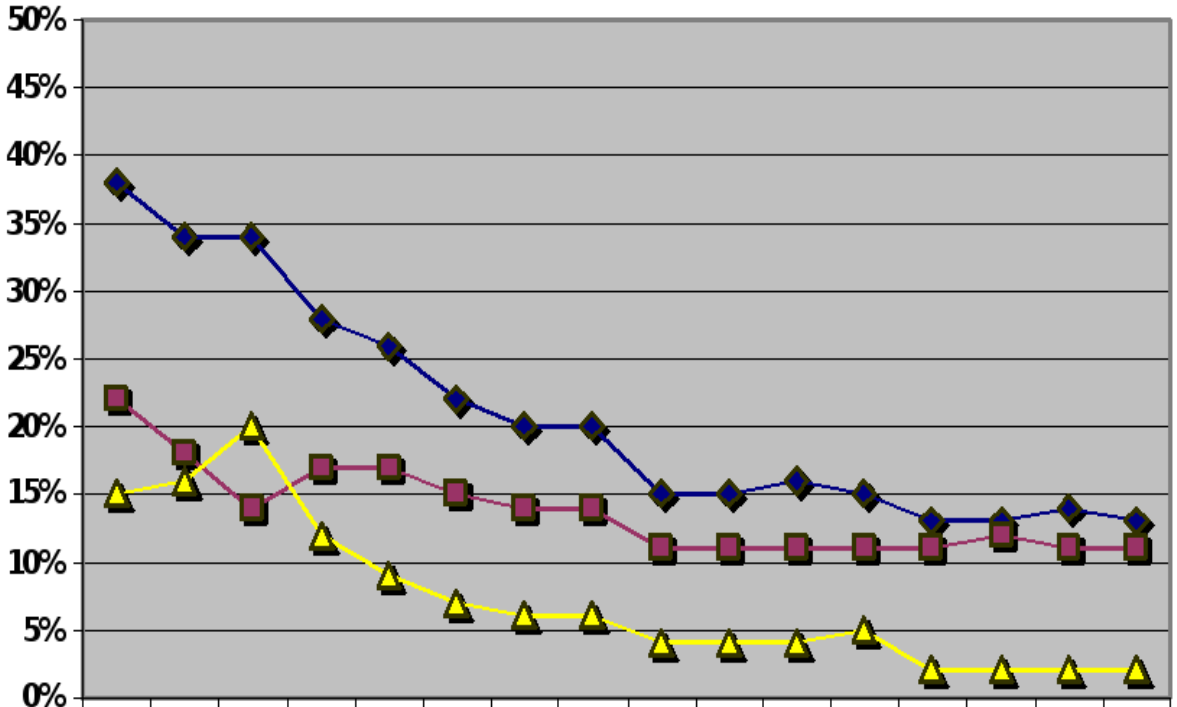
- Call Poison Control Now 1%
- Call 911 1%
- Emergency Room 13%
- Urgent Care 1%
- Call MD/Dentist Now 19%

(FAX generated for higher acuity dispositions)

- Call MD / Dentist in 24/72 hours 32%
- Self Care / Home Care 33%

(No Fax generated)

Region 1 ER Dispositions



	1Q98	2Q98	3Q98	4Q98	1Q99	2Q99	3Q99	4Q99	1Q00	2Q00	3Q00	4Q00	1Q01	2Q01	3Q01	4Q01
% TRIAGE CALLS W/ER DISP	38%	34%	34%	28%	26%	22%	20%	20%	15%	15%	16%	15%	13%	13%	14%	13%
% ER DISP W/O ACCESS PROB	22%	18%	14%	17%	17%	15%	14%	14%	11%	11%	11%	11%	11%	12%	11%	11%
% ER DISP W/ ACCESS PROB	15%	16%	20%	12%	9%	7%	6%	6%	4%	4%	4%	5%	2%	2%	2%	2%

The Value Story

Member Satisfaction	97% Caller Satisfaction with HCIL 93% Followed nurse's recommendation
Right Care Right Time	2/3 of the callers chose a more appropriate level of care
Quick Response	Industry leading call abandonment and speed of answer rates
Easy Access	24 Hour toll-free telephone

Taking Care® publications: Self-care books that produce positive outcomes

Taking Care of your Child
Taking Care of Yourself
Taking Care Today and Tomorrow

Provide clear, physician-guided medical information

Promote self-care and education

Guide individuals to the most appropriate level of care

Taking Care® Newsletter: Self-care materials that produce positive outcomes

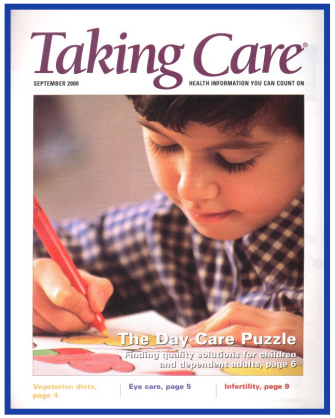
Quarterly *Taking Care* Newsletter

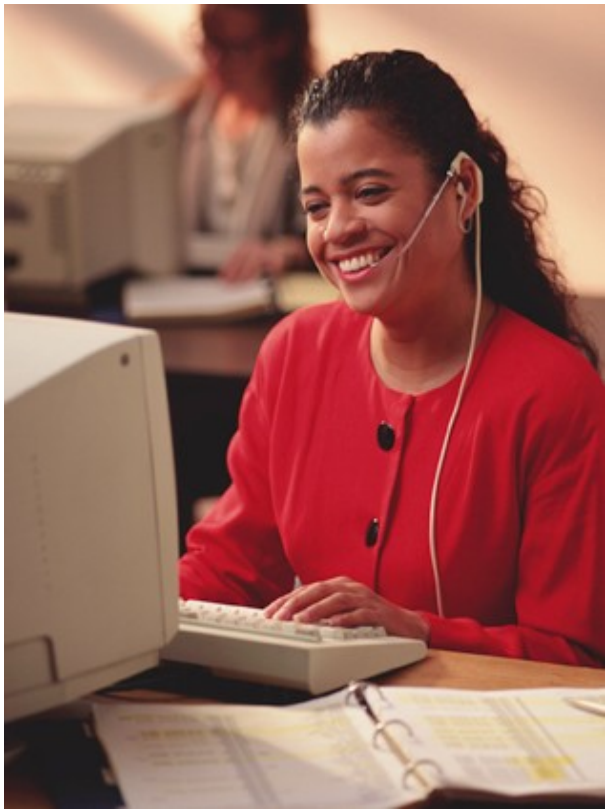
Delivers the latest medical and healthy lifestyles information

Customized with Region 1 information and articles

Includes interactive content to engage readers

Taking Care
JANUARY 2000
HEALTH INFORMATION YOU CAN COUNT ON
Working and Parenting Can Go Together
Finding a Happy Balance Between Work and Home Life, page 6
Snoring: Seeking quiet slumber, page 5
Taming temper tantrums, page 8
The facts on protein powders, page 9


Taking Care
SEPTEMBER 2000
HEALTH INFORMATION YOU CAN COUNT ON
The Day Care Puzzle
Finding quality solutions for children and dependent adults, page 6
Vegetarian diets, page 4
Eye care, page 5
Infertility, page 9



“Call us back any time,
we’re here 24 hours a day

Closing statement for all calls